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ATTORNEY DOCKET NO.: 03042.0064  
CUSTOMER NUMBER: 22,852

**Box Patent Application**  
**Assistant Commissioner for Patents**  
**Washington, D.C. 20231**

New U.S. Patent Application  
Title: CONTACT CENTER MANAGEMENT  
Inventors and addresses: 1) Ian Peter Winham, Putney, United Kingdom  
2) Sheena Wilson, Baltimore, Maryland  
3) Jim Perkins, Omaha, Nebraska

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 25 pages, including 1 independent claims and 18 claims total.
2. Drawings - 14 sheets of drawings containing 14 figures.
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$710	\$ 710.00
	Number of Claims		Basic	Extra Claims		
Total Claims	18	-	20		x \$18	
Independent Claims	1	-	3		x \$80	
[ ] Presentation of Multiple Dep. Claim(s)					+\$270	
					Subtotal	\$ 710.00
					Reduction by 1/2 if small entity	-
TOTAL APPLICATION FILING FEE						\$ 710.00

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6. A check for \$710.00 is enclosed. The fee includes  
\$710.00 filing fee.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f).  
Applicants await notification from the Patent and Trademark Office of the time set for  
filing the Declaration.

Please address all correspondence with respect to this application to:

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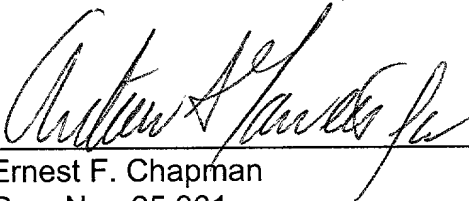
Please accord this application a serial number and filing date.

The Commissioner is hereby authorized to charge any additional filing fees due  
and any other fees due under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this  
application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
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By:

  
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EFC/FPD/mld  
Enclosures